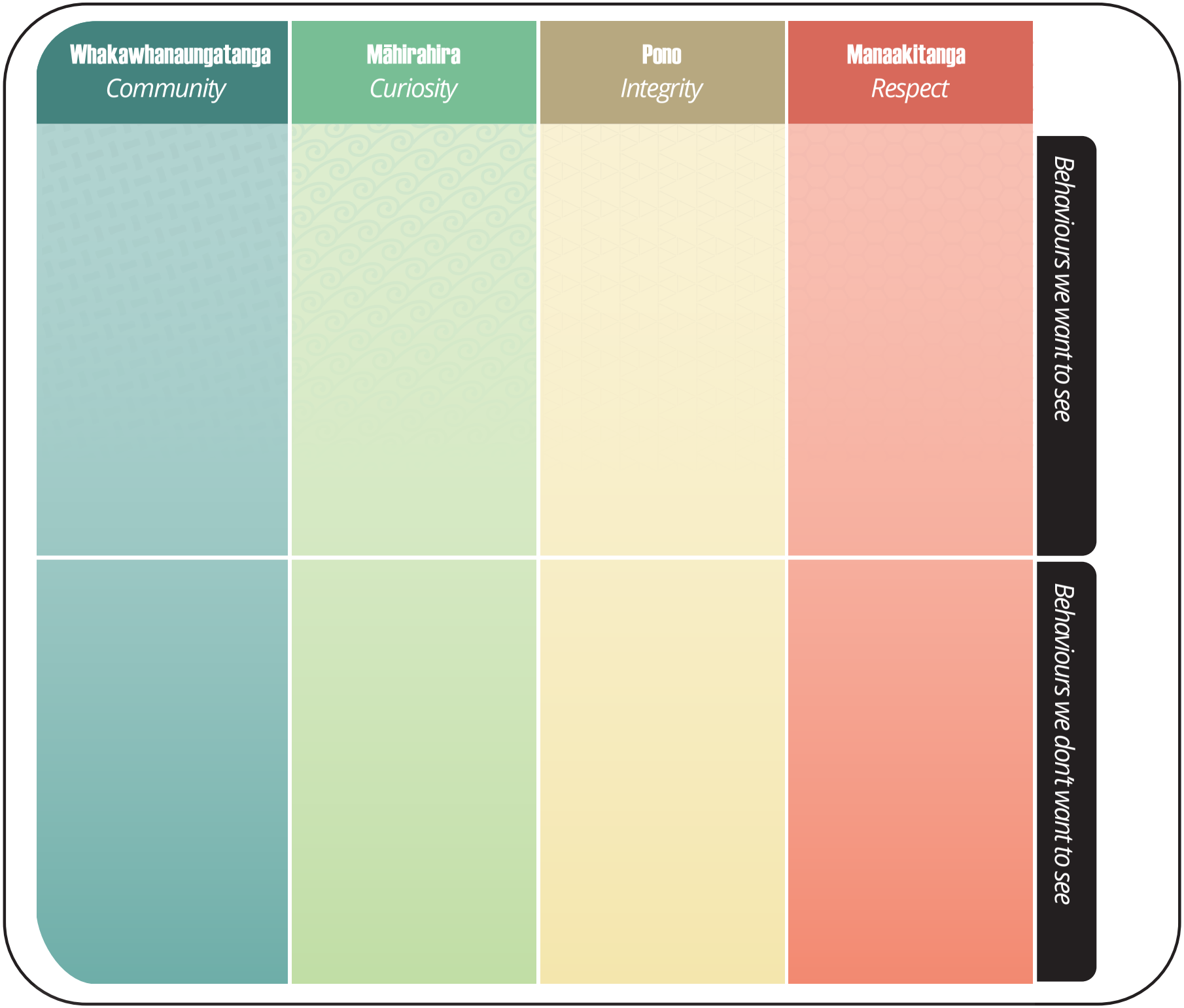
Our values and behaviours framework

These behaviours have been developed by thousands of staff and students, and guide how we act as individuals and teams, and how we lead, manage and make decisions.

		What we want to see	What we don't want to see
Manaakitanga *Respect*	*PROMOTES EQUITY*	• Inclusive, treats people as individuals, celebrates differences • Develops cultural competence and respects cultural needs	• Challenges, denies or ignores people's cultural or personal identity • Displays racism, sexism or other forms of discrimination
	UNDERSTANDING	• Develops empathy, shows interest in and consideration for others • Respects and acknowledges others' views, beliefs, choices and feelings	• Dismissive, belittling, judging, talks down, patronising, stereotyping • Doesn't consider the impact of their actions or decisions on others
	KINDNESS	• Helpful, kind, willing, supportive of others, goes out of their way • Compassionate and looking out for each other	• Rude, aggressive, abrupt, undermining, bullying or harassing • Behaviour that harms other people's health or well-being
Pono *Integrity*	*HONEST*	• Clear and transparent about their actions, decisions and reasons	• Makes decisions without consulting or talking with those affected
	TRUSTING	• Believes in other people, gets to know people and their strengths	• Micro-manages, blames, displays favouritism, gossips about people
	ACCOUNTABLE	• Accountable for their own actions, takes initiative, professional • Clear about roles and responsibilities, sets reasonable goals	• Puts own interests first, displays a "not my job" attitude, unhelpful • Undermines or sets people up to fail
Māhirahira *Curiosity*	*OPEN*	• Inquisitive, questioning, learning, open to new ideas or approaches • Approachable, welcomes people, their strengths and experience	• Imposes own ideas or biases, makes unfounded assumptions • Closed, inflexible, arrogant, dismissive, unavailable
	POSITIVE	• Brings a positive, enthusiastic attitude to work, smiles, laughter • High aspirations, embraces change, tries to improve, finds solutions	• Unnecessarily grumpy, moaning or negative • Accepts status quo, apathy, ambivalence, "good enough" attitude
	FEEDBACK	• Actively seeks out feedback as a chance to learn and improve • Gives feedback fairly where needed, even if it is difficult to give	• Rejects feedback, argues, criticises, blames • Fails to give feedback so others can improve, "walks by" issues
Whakawhanaungatanga *Community*	*ENGAGE*	• Listens, is present, actively engaged	• Does not listen, is absent, disengaged, self-focused
	COLLABORATE	• Co-operative, collegial and seeks out input from other people • Shares and communicates clearly, involves people in decisions	• Silo-working, isolates or excludes people, avoids collaboration • Doesn't communicate or share knowledge, doesn't consult others
	ENCOURAGE	• Ambitious for others to reach their potential, encouraging • Notices and appreciates people for their efforts so they feel valued	• Fails to recognise or ignores others' contributions or successes • Takes credit without recognising others involved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